

PLAIN TALKS

January-February 1990

Volume 69 Number 1

Feathered visitors from the North flock to Sabine Station refuge



Business and education:
Partners for the future

Cold weather planning
keeps service area warm

Customer report card —
Are we making the grade?

PLAIN TALKS

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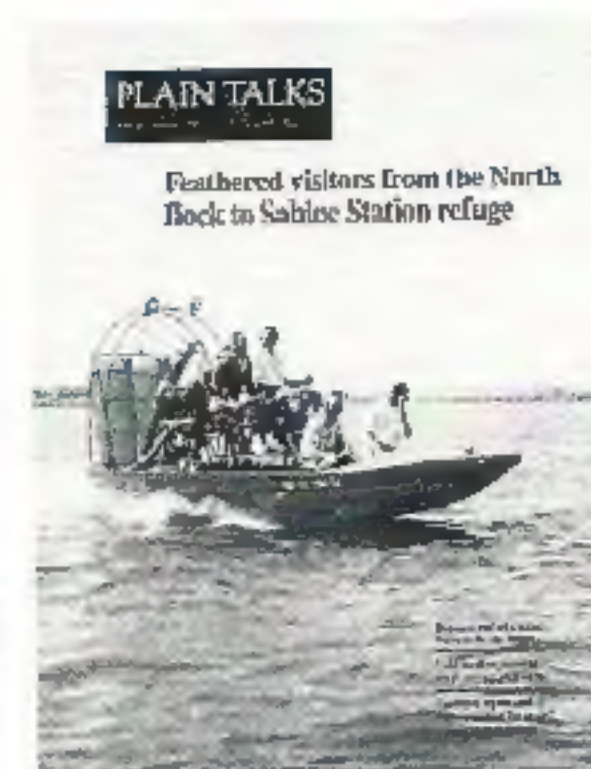
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GSU employees took U.S. Fish and Wildlife biologists and local media to the proposed site of a waterfowl refuge near Sabine Station. GSU donated 55 acres of wetland for the project. (pages 8-9)
Photo by Scott Harper.



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Executive Editor:

Betty Gavora

Editor:

Scott Harper

Correspondents:

Robert Adams
Vickie Albert
Ronnie Bordelon
Ella Brown
Mamic Burrell
Lisa Creekbaum
Betty Dickschat
Lisa Didier
Betty Dowell
Andy Dreher
Cherie Ducote
Donna Fancher
Charlotte Gautreau
Rhonda Haskins
Connie Herford
Barbara Hopkins
Tina Hunt
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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

GSU endures the big chill

story by Scott Harper
photo by Brian Langston



George Thompson, lineman-1st class, Silsbee, responds to a call-in about frozen lines in Kountze as record-low temperatures grip the GSU service area.

Richard climbed up the folding stairs into his attic fully equipped with duct tape, knife and pipe insulation. Outside, the wind howled as the temperature dropped rapidly. Weather forecasters had predicted this particular arctic cold front would produce the lowest temperatures in the 20th century. Looking like he was playing a game of Twister, he maneuvered his way through cardboard boxes and did a balancing act on ceiling joists to wrap his exposed water pipes.

For many of our Texas and Louisiana customers, this was reality last December as they took proper precautions for the coldest Christmas season of the century. Gulf States prepared as well.

When cold weather systems approach the GSU service area, the cold weather committee, made up of representatives from power supply, production, fuel services and energy utilization, comes together and makes sure the company is ready to weather the storm.

"As soon as we know severe weather is coming, I call a meeting of the committee to discuss the situation," says Committee Chairman Jimmie Grimes, manager-power supply, Beaumont.

"We look at that particular weather system, then look at our present situation, then make decisions as to what we're going to do," says Bill Harrington, manager-fuel services, Beaumont, and committee member.

Harrington adds, "We look at things like how much power to buy, if any, when to use fuel oil and

whether or not we should start up any additional units."

The cold weather committee was created after GSU experienced an arctic freeze in December 1983. "We learned from 1983," says Joe Domino, general manager-production, Beaumont, and committee member. "We're not designed for the cold weather like plants up north. Our boilers are outside and theirs are inside."

According to Harrington, a separate group called the Energy Management Committee monitors several seasonal energy plans with the winter plan encompassing December, January and February. Prior to December, early projections are made and Number 6 fuel oil is purchased and placed in inventory.

The major problem in cold weather is while fuel supplies are decreased, the load increases. "From a fuel services perspective, there's a lot of pressure on us during cold weather," says Harrington.

He continues, "Gas that is normally available to us is shipped up north. At the same time, our load picks up."

"Early planning pulled us through this latest weather system," says Harrington. "We contracted for large blocks of purchased coal-generated power, our coal and nuclear plants were on line and we had fuel oil ready to burn."

According to Domino, there are two primary units used for burning fuel oil, one at Willow Glen and the

other at Sabine Station. "Both units burned some quantities of oil during the freeze," he says.

"On the eve of the storm, we had it all in place," summarizes Grimes.

On Friday, Dec. 22, electricity usage reached an all-time winter peak when customers used 104.35 million kilowatt-hours as compared to 72.81 million kilowatt-hours used on the same day in 1988.

A diversified fuel mix was a big advantage during this winter storm. "The diversity of fuel and the other options were the big difference during this freeze," says Harrington. "It was very important that Nelson Coal and River Bend stay on line."

While some customers experienced outages due to frozen lines or limbs falling on lines, no outages occurred due to a lack of fuel or generation capacity.

"The people on our cold weather committee are to be commended for their work that ensured us of having adequate supplies of fuel and purchased power so our customers were able to keep their lights and heat on," comments Ed Loggins, senior executive vice president of operations.

The cold weather committee agrees GSU employees were the key to success. "Everyone involved did an absolutely outstanding job," says Harrington.

Domino adds, "Without our employees, we would not have made it through the freeze the way we did."

Teamwork improves the future



Van Bushnell, control operations foreman, Nelson Gas & Oil, shows an eighth grader some of the readings operators take each hour at the front end of Unit No. 1.

story by Susan Gilley

Gulf States has long recognized the need to support local schools at all levels to ensure a well-trained work force for the future. But as economic development has become more critical for the continued health of public utilities, GSU has recognized another need.

"A positive educational environment improves the quality of life," says Malcolm Williams, manager-business development. "And that may be just the thing that induces an executive to relocate a business to our service area."

Several state universities, vocational-trade schools and hundreds of public and private schools are located within the GSU service area. "We attempt to help any school that needs us," says Lydia Jones, energy management specialist, Baton Rouge.

Each division handles its education efforts somewhat differently. In Beaumont, efforts include a business-school partnership known as Beaumont Business and Educa-

tion 2000. Board Chairman Dr. E. Linn Draper co-chairs the project with Beaumont Mayor Maury Meyers.

"BBE 2000 is designed to identify ways the Beaumont business community can help local schools prepare our young people to be part of the work force in the 21st century," Draper explains. Nationally-recognized education experts are being brought to the area to share their philosophies and strategies with local educators and interested citizens. The experts' input will be used to identify ways the Beaumont business community can best help the local school system.

Each division participates in some form of the Adopt-a School program, which now goes by a variety of names. In Lake Charles, the partnership resulted in a "World of Work" project for 26 eighth-graders at the middle school sponsored by GSU. The youngsters spent two hours on the job, assigned to employees including

accountants and engineers. Some of the children actually entered data into computers. "We were attempting to show the youngsters how higher education can translate into a variety of interesting jobs," explains Margaret Harris, Lake Charles customer service coordinator.

Also, the sponsored school benefits from a before-school study hall in which employees rotate as combination monitors-tutors four mornings a week. "The study hall gives the kids another chance to finish their homework, and they're also able to get help if they don't understand something about an assignment," concludes Harris.

Beaumont's School-Business Partnership attracted about 135 employees who volunteered to help out as tutors or provide other forms of assistance to teachers.

In Conroe, Connie Calfee, customer information coordinator, works with Project Home Safe, one of three safety awareness pilot pro-



Left, Carliss Jones, secretary, Beaumont, teaches fourth graders sign language one hour each week. Above, Sandra Bellow, storeroom assistant, Nelson Gas & Oil, tells an eighth grade student about storeroom procedures.

grams for latchkey kids. According to Calfee, a Conroe Independent School District elementary school in nearby Cut-n-Shoot is participating in the project.

Gulf States has long been commended for its teacher workshops. Three-week summer sessions called Energy Institutes, good for three to six hours of graduate credit, are held at five different universities in Texas and Louisiana. In recent years, most of the institutes have featured topics aimed at science teachers.

GSU customer information coordinators have often been called upon for individual classroom presentations on subjects as varied as nuclear energy, power generation and electricity and magnetism for science classes and on home appliance selection and care for home economics classes.

In Port Arthur, Sue Williams, customer information supervisor, reports science fair workshops are offered for teachers and parents.

Customer information coordinators serve as judges for the competitions.

In Beaumont, some corporate employees were so impressed with the "Ben Rogers/Lamar University: I Have a Dream" scholarship program, set up by a local philanthropist's family, that they decided to participate by sponsoring one of the scholarships. Engineering and Technical Services and General Services departments have raised \$1,600 toward the \$2,000 needed to sponsor a "I Have a Dream" scholarship.

Lewis Guthrie, general manager-engineering, challenges other employee groups to start similar fund drives. "We're getting close to reaching our goal. I think it would be good if other departments could match our efforts," says Guthrie.

All of GSU's education efforts will ultimately pay off for the company and the community, says Draper. In announcing BBE 2000, he

commented, "It is encouraging to see so many outstanding members of the business community step forward to help this worthwhile cause. They realize Beaumont, like every other community, is a player in the world economy. We are competing with cities throughout the world for industry and jobs."

He continued, "If Beaumont's young people are to be part of the new work force in the year 2000 and beyond, they and their schools need a great deal of help."

At GSU, help comes in many forms. It may mean volunteering for study hall duty, participating in a formal classroom presentation or taking the time to demonstrate a work task to a curious eighth-grader.

Whatever the approach, it means making a difference in the lives of individual young people and ultimately improving the quality of life in south central Louisiana and southeast Texas.

Survey reveals positive attitudes



Lorraine Mannino, customer accounting clerk, Beaumont, talks to customers everyday and, along with all customer-contact employees, contributes to the overall positive perception. "I just try to help customers as much as I can," says Mannino.

story and photo by Scott Harper

From report cards to performance appraisals to the U.S. President's State of the Union address, everyone likes to know how they are doing. Gulf States is no different. Each year, we administer a customer satisfaction survey to discover how our customers feel about the job we're doing. With the 1989 results in, the prognosis looks good.

"Overall, the majority of our customers think we're a good company and feel we're doing a good job," says Kent DuBose, system credit and collections supervisor, Beaumont, and survey coordinator.

Jim Breakfield, lead analyst-market research, Beaumont, who designed the survey instruments and analyzed the data, agrees, "Our customer contact and service representatives are doing a good job of keeping the customers satisfied."

Concerning our customers' overall opinion of GSU, 92 percent responded with a positive opinion. "That's a very good number. We're doing a good job," says Butch

Franklin, director-division accounting services, Beaumont.

Administered systemwide since 1982, the survey focuses on departments within each division that have daily customer contact. The survey results allow management to identify strengths and weaknesses within the operating network.

According to Breakfield, over 2,000 customers who recently had some type of contact with GSU were surveyed by telephone during a four-week period in September. Respondents were screened first as to the purpose of their contact with GSU and, secondly, as to whether it was by telephone or a personal visit. Depending on the customer's response, the interviewer used a survey instrument tailored to the type of contact.

Once the data is all in, Breakfield begins the data analysis. "We use the SAS System, a statistical analysis software package, to study the results," says Breakfield.

The interviewers consist of GSU employees. "Volunteers from various departments conducted the

interviews," says DuBose. "They were really surprised at the number of positive comments they received."

Mark Viguet, Beaumont communications representative and survey volunteer, affirms, "Contrary to what you might think, the majority of customers were very pleased with the way GSU handles the job and were pleased we took the time to call them."

This year's survey included a question to determine the customer's willingness to switch to another electric service provider even if the price was equivalent. Nearly 92 percent of those sampled indicated it was unlikely they would switch.

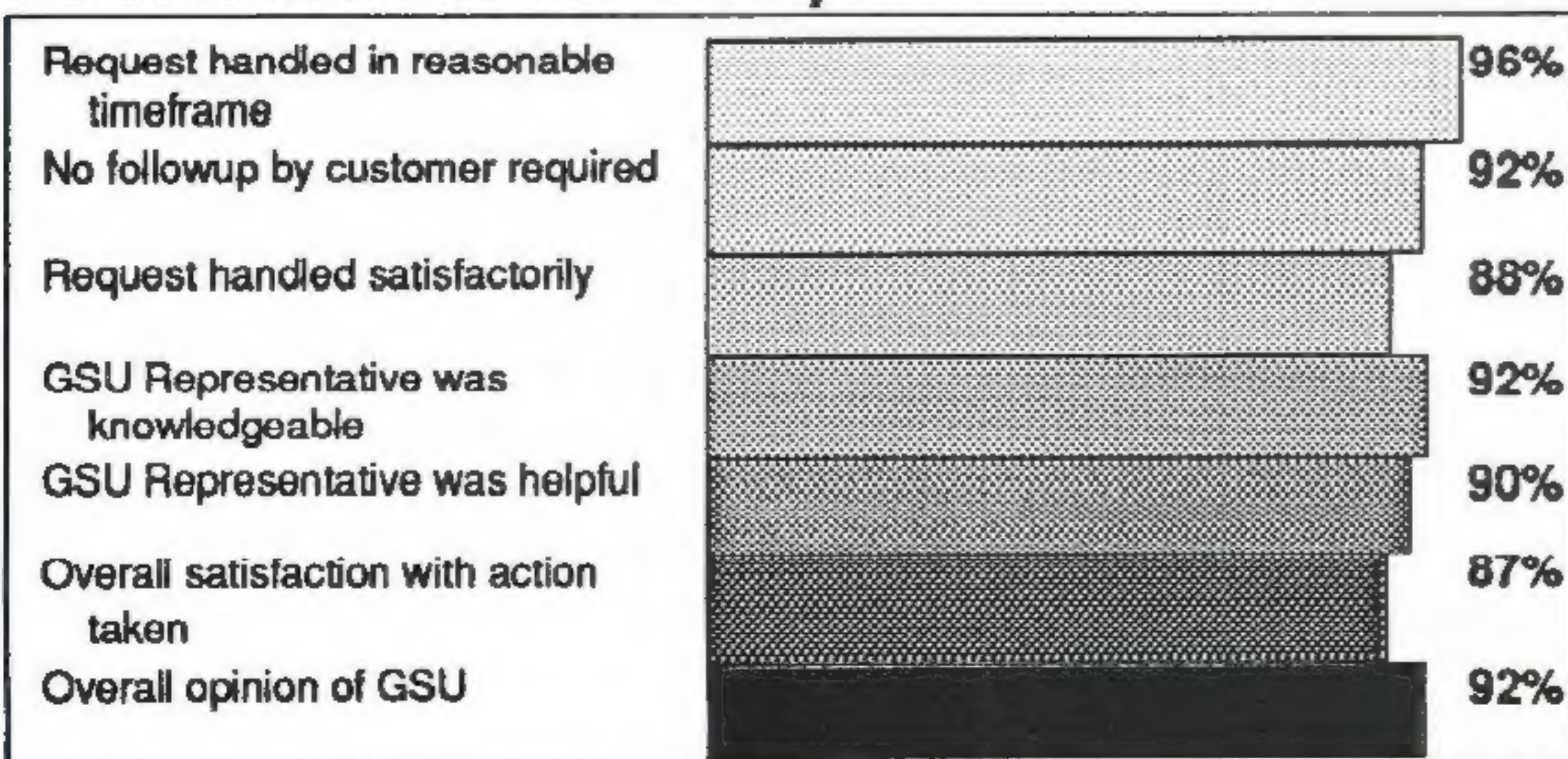
"We didn't know what to expect on that question," comments Breakfield. "I anticipated the result would parallel the customers' overall opinion and it did."

Breakfield says the high percentage of positive opinions is a direct reflection on the employees who have daily contact with the customers. "The employees in the field are doing a great job. They're showing our customers we're a good, caring company."

According to Franklin, the survey generates pertinent information. "These are true numbers of satisfaction because we've actually worked with the respondent on some problem. We take this information and make decisions for improvement."

"Our customer-contact people do a good job," concludes Breakfield. "Our customers, I'm proud to say, come back satisfied."

Percent with Positive Perceptions



Louisiana Station

Emergency access helpful to Exxon after explosion

Ed Flitt



Windows shattered and walls shook as shock waves from the explosion travelled through Louisiana Station.

story by Robert Adams

Early in the extremely cold afternoon of last Christmas eve, an explosion and fire at Exxon Company USA, next door to GSU's Louisiana Station in Baton Rouge, temporarily shut down the power plant and caused approximately \$3 million in damages.

"I heard a colossal rumble, then the lights went out, then I felt a concussion. I thought a train had run through the building," says Charlie Flynn, electrical maintenance foreman, describing the explosion.

Jesse Guinn, shift supervisor, cannot compare the explosion to any he heard during four years of military service. "It sounded like the end of the world," he says. Then he saw a process steam pipe, used to supply Exxon with 75,000 pounds of steam, move about six feet, before returning to its original position.

"The north wall looked like it was coming down," says Johnnie Corley, equipment operator, adding that he dove for cover. "I thought the explosion was here. I thought people were dead." Fortunately, no GSU personnel were injured.

The Exxon employees who rushed through Louisiana Station to reach the north side of the fire probably knew the route instinctively. But firefighters and other emergency personnel, unfamiliar with the area, could rely on several

prominent green and white Mutual Aid Emergency Route signs to quickly guide them through our plant.

The Mutual Aid Emergency Route gives workers at Louisiana Station, Exxon Company USA, Exxon Chemical Americas, Formosa Plastics La. and Ethyl Corp. an escape route through nearby plants. It also provides a route for emergency personnel to reach the scene of a crisis. Fences separating adjacent plants have gates with double locks, allowing either company to open the gates when needed.

"Aid and escape," says Larry Beasley, shift supervisor, describing the route's purpose. "There was no evacuation but Exxon people brought fire equipment and foam to the fire through our plant. It was the only way they could get to the north side." Ironically, the fire inside the Exxon fences lay directly in the emergency route, effectively blocking it. But Beasley points out that both ends were still open.

Similarly, should a train block Gulf States Utilities road, the only road in and out of Louisiana Station, "we could use a route through the other plants in an emergency," adds Tom Engels, operations analyst.

Communications, essential during an emergency, were good

between Exxon and GSU, adds Engels. He says the companies kept each other informed as to possible dangers and steam load requirements. "And I was impressed with our employees concern to get our plant back up and get steam to Exxon, rather than sightsee the fire," he says. GSU personnel restored the plant to operation within an hour after the explosion, supplying steam for Exxon to use in firefighting.

Robert Adams



Johnnie Corley examines a piece of debris near the turbines in the 600-pound plant.

Refuge provides winter haven for waterfowl



Bernard displays one of the signs posted by the U.S. Fish and Wildlife Service at the refuge.

story and photos by Scott Harper

The longer we live on this planet, the more we endanger its environment and wildlife inhabitants. More and more we are urged to protect wildlife that has become endangered due to the flow of progress. A new conservation effort is centered around the preservation of waterfowl.

Some of the most popular duck and geese species have decreased significantly in number in the last 10 years due to the destruction of millions of acres of wetlands and other vital habitat areas. Wildlife biologists in America and Canada have come together to produce The North American Waterfowl Management Plan. This agreement sets forth a course of action to preserve waterfowl habitat areas in both countries to ensure the continued survival of ducks, geese and swans.

Last September, Gulf States joined in this historic pact by designating 55 acres of wetland near Sabine Station as a waterfowl refuge. This site had previously been used for hunting, but levee erosion made it less desirable.

"After reading about The North American Waterfowl Management Plan in the paper, I contacted the outdoors editor to find out more," says John Bernard, senior engineering assistant, Beaumont. "I knew we had this land that could be used for something like this."

"The goal of this project is to give ducks and geese a place to rest and feed..."

John Bernard

After presenting the idea to company officials, Bernard and Ray Mullican, Sabine Station lead production engineer, got the okay to offer the land as a waterfowl refuge as part of the Gulf Coast Joint Venture, the regional segment of the North American plan.

"I contacted the U.S. Fish and Wildlife Service to let them know we wanted to get in on the program," says Bernard. In September, three U.S. Fish and Wildlife

Service employees, along with GSU employees and local media, took an airboat ride to the site to conduct a survey.

"GSU is the first corporate cooperator in Southeast Texas," commented Dom Ciccone, refuge manager, Water Wildlife Refuge, Anahuac.

"This will be a good test," added Dave Hankla, field supervisor-ecological services, Houston. "It will show we can work with corporations to do something good for waterfowl."

Wildlife Biologist Ann Jennings said their primary role is to provide tips and ideas to create a better habitat for the birds.

"The goal of this project is to give ducks and geese a place to rest and feed so, come March when they go back north, they will be healthy and ready to breed," says Bernard.

Sabine Station employees Rodney Townsend, unit supervisor, and Kerry Hardman, painter-production 2nd class, along with Bernard, make up the steering committee for the project. "We'll



Bernard accompanies biologist Ann Jennings on the site survey of the donated wetlands.

be organizing employee volunteers to work on weekends as well as volunteers from the local and regional chapters of Ducks Unlimited, who have pledged their support," says Bernard.

After the levees are repaired, culverts must be set so the area can be drained. To get rid of undesirable vegetation, a marsh buggy will pull a piece of machinery called a "snake killer" that chops up vegetation. Finally, fresh water is pumped in to flush out the field and allow desirable vegetation to grow. "We hope to have it flooded by early summer," says Bernard.

The area is presently attracting about 100-150 ducks, but will be more desirable once the overhaul is complete. "It won't be inconceivable to have 75 percent of the ponds covered with ducks," says Bernard.

Bernard says the pilot project has received a lot of support from employees, community individuals and Ducks Unlimited. "If the project works, we could do this around some of our other plants."



Center, Bernard, Jennings and Townsend en route to the proposed site. Above, local media interview Jennings about wildlife preserves and the potential of the Sabine Station site.

Reddy Referrals Pay improved for 1990

story by Scott Harper
photo by Mike Morgan

After enjoying a successful pilot year in 1989, GSU people are continuing the Reddy Referrals Pay (RRP) program into 1990. The program allows employees to recognize and benefit from sales opportunities.

"It definitely works," says John Stewart, commercial development analyst, Beaumont. "Reddy Referrals Pay has been instrumental in making employees aware of the need for Gulf States to actively market its product."

In 1989, the employee effort in RRP helped Commercial/Residential Marketing exceed \$3.6 million in generated revenue. Almost 700 employees participated by turning in some 8,327 referrals for 283 prizes from the RRP certificate catalog.

Darrell Goodwin, senior district service representative, Jennings, notes successes in his area. "The program achieved what it was meant to achieve. It got non-marketing employees out there talking to customers about changing over to electricity. In particular, our servicemen did an exceptional job," says Goodwin.

Light sales increased significantly from 1988, up almost 2,000 with a total of 8,173 lights sold or reconnected. Dwayne Breaux, serviceman-1st class, Baton Rouge, was very active in the lighting success in his division, which posted 2,704 sales and reconnections. "Between the incentives and a lot of hard work and determination, we were able to set a new record in sales," says Breaux.



Marketing employees gathered in Lake Charles for the 1990 Annual Marketing Conference where the Reddy Referrals Pay video announcing program modifications was debuted.

"With even more employee involvement, there's no telling what we can do."

To communicate the RRP continuance, Marketing worked with Employee Communications to produce a video around the theme, "The Wild World of Sports." The video was first shown at the 1990 Annual Marketing Conference held in Lake Charles in January and was well received.

RRP has been improved and modified for 1990. It was discovered the **new commercial** contact program was already effective, so continuing those referrals in 1990 wasn't necessary. However, **existing commercial** changeouts for heating systems, water systems and food service equipment are still considered extremely valuable.

Two referrals will now be accepted for the same address, residential or commercial, with the first one earning three Reddy Certificates and the second one earning two. "Reddy Certificates" are redeemable for prizes out of the RRP certificate catalog, to which new prizes will be added for 1990.

Employees who talk to a customer about gas-to-electric changeouts and then submit a referral may earn "Reddy Bucks," which are redeemable for cash. The employee submitting the first referral for a successful changeout earns \$25 in "Reddy Bucks," up from \$20 in 1989.

Employees with fast-breaking information are encouraged to call their local marketing department as well as send in a referral to ensure a

timely contact.

Incentive additions for RRP include:

- "M.V.P." — One employee in each division that scores the most points per quarter wins a \$30 gift certificate. (Points are awarded for lights and equipment changeouts.)
- "Quarterly Team Award" — Each division is considered a team. The team with the highest percentage of their goal wins. Every team member that scores points is eligible for a drawing to win a catalog item of their choice.
- "Rookie of the Year" — Employees who have not participated prior to 1990 are eligible. The employee with the most points during 1990 is presented this award.

As in 1989, marketing supervisors, agents and coordinators are not eligible.

Stewart is a firm believer in RRP. "The notion of utilities operating in a monopolistic sense is a thing of the past. Reddy Referrals Pay allows employees to participate in what the Marketing Department has been actively involved in for many years, that is, to sell the efficiency and convenience of electric energy and ensure customer satisfaction.

"From what I've seen from our employees," continues Stewart, "I'm more encouraged everyday of our ultimate success in the utility marketplace."



L to R, Charles Enloe and Prison Warden Thomas Ruffino at the pre-release prison in Cleveland. "We couldn't ask for a better community to be in," says Ruffino.

Hard work captures Cleveland prison

story and photo by Scott Harper

When Cleveland, Texas, had a second opportunity to become the home of a pre-release prison facility, community leaders, including GSU employees, came together and got to work. Cleveland had lost out on its first bid for the prison to the city of Humble.

Charles Enloe, district superintendent, and Paul Senkel, Conroe economic development agent, were part of the team that went back to Tennessee based Correction Corporation of America (CCA) about locating their facility in Cleveland after heavy opposition at a Humble public hearing prompted CCA to look for another location.

"Our people asked them to come talk to us in Cleveland," recalls Enloe. "About 100 to 150 people

came to our public hearing and only three citizens voiced opposition. There was tremendous support for the project."

This type of community support was the lure that brought CCA to the Texas Team City. "They were very impressed with the open arms of Cleveland," says Senkel.

The 500-bed facility, which opened in September, is a pre-release center for inmates with 2 years or less left on their sentence. Senkel adds, "It's not for hardened criminals."

Senkel says it was easy to work with Cleveland and Liberty County officials. "There was a real good spirit of cooperation. Everyone did a great job working together."

Obviously, a new business

operation gives a boost to the local economy. "The prison employs 133 people and added 1000kw to the GSU load," says Enloe.

"It's brought a lot of dollars to Cleveland and it has encouraged other businesses to consider locating here," says Senkel. "It's like a snowball effect."

The new facility not only benefited Cleveland, but the Texas prison system as well. According to Senkel, the prison was filled to capacity before the grand opening occurred.

Enloe concludes, "CCA has a great bunch of people working for them. They've fit in real well with our community."

NEWS BRIEFS



Santa and Mrs. Claus led the United Way victory parade through downtown Baton Rouge celebrating nearly \$8 million raised in one of its most successful campaigns ever. GSU employees, along with other area organization employees, braved the cold and wet weather to announce the news. On hand for the parade were, left to right, Mike the Tiger (LSU's mascot) and Reddy Kilowatt, played by Lisa Didier, senior energy auditor, Baton Rouge.

The first organized project of the Reddy Volunteers Committee in Lake Charles Division was to provide Thanksgiving food baskets for the needy. Because of the generous participation of employees of Nelson Gas & Oil, Nelson Coal, Sulphur and all Lake Charles departments, 22 families received food baskets. Left to right, Reddy Volunteers Gloria Hebert, district accounting supervisor, Sulphur; Tony Malveaux, lineman 1st-class, Lake Charles; Connie Herford, clerk-storeroom, Nelson Gas & Oil; and Anne Newman, customer accounting clerk, Lake Charles, organize food to be distributed.

Jones wins PSI award



Jones

The Beaumont Chapter of Professional Secretaries International (PSI) recently awarded Karla Jones, senior stenographer, Beaumont, "Secretary of the Year." Jones, a Certified Professional Secretary (CPS), has been a PSI member since 1986. "It's kept me aware of what's going on in the field of office management," says Jones of her PSI affiliation.

Participants of the contest submitted an application showing scores according to education, business experience and PSI activities. On the night of the event, finalists were interviewed by three media judges with questions relating to the secretarial profession. The judges' scores

and background scores were tabulated to determine the winner.

"When they announced my name, I jumped up and screamed," recalls Jones. "I was very honored and excited."

Jones believes networking is a key ingredient to being a better-informed secretary. "I think it would be nice if GSU office professionals could develop some type of professional development program where we could exchange information and offer advice to each other. This would benefit the entire company."

Jones is vice president of the Beaumont Chapter of PSI and is active in the GSU Toastmasters club.



SERVICE ANNIVERSARIES

1989-90

December

30 YEARS

Dewey I. Lytle
System Operations
Beaumont
Milton H. Pharr
Plant Production
Nelson Station
Derrick D. Smith
Plant Production
Nelson Coal
Lee C. Terro
Electric T&D
Port Arthur
Walter V. Williams
Electric T&D
Beaumont

20 YEARS

Earl Blackwelder
Electric T&D
Sulphur
George W. Desselle
Plant Production
River Bend
James W. Simpson
Purchasing
Beaumont
Iris S. Stanfield
Corporate Planning
Beaumont

10 YEARS

Walter E. Benefield, Jr.
Electric T&D
Baton Rouge
Martha P. Jones
Risk Mgt. Services
Beaumont
Deborah A. Peron
Division Accounting
Port Arthur
Betty Thompson
Purchasing
Beaumont

January

40 YEARS

George S. Jolissaint
Plant Production
Louisiana Station

30 YEARS

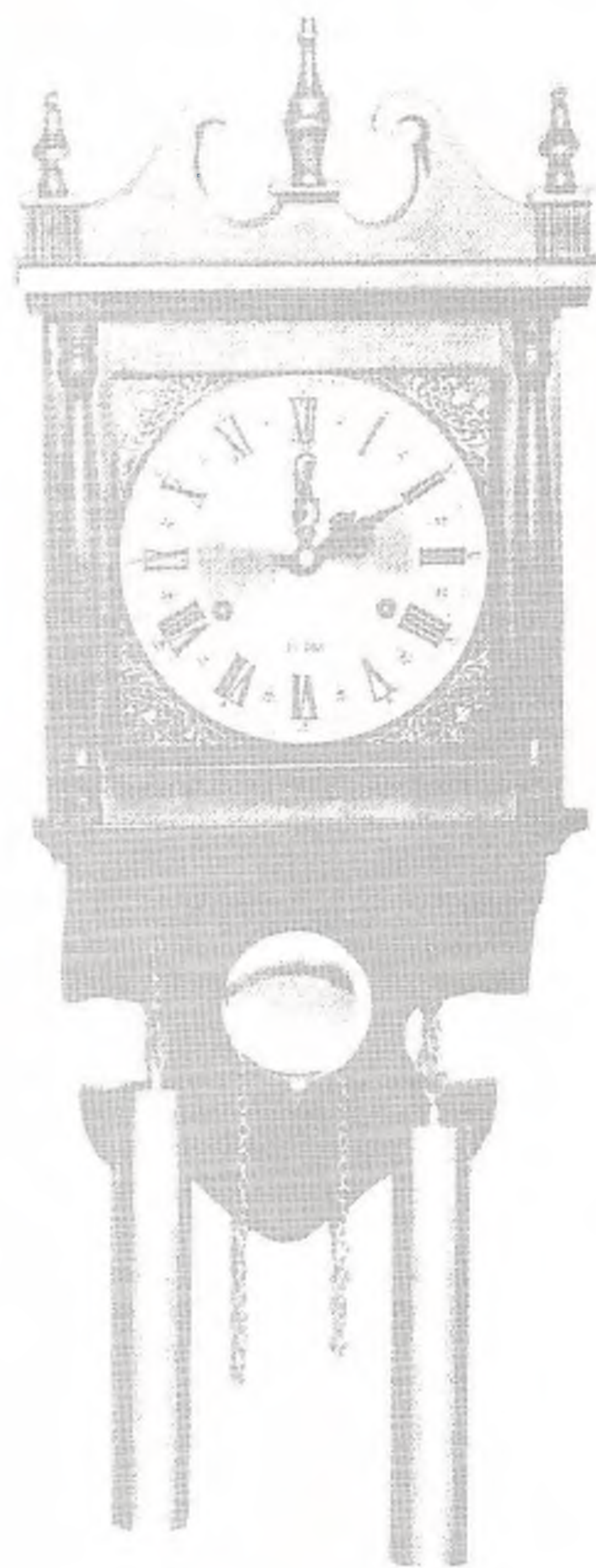
Charles A. Siebert Jr
Gas Department
Baton Rouge
Mitchell S. Bridges
System Production
Beaumont
Floyd A. Crow
System Operations
Beaumont
Eulice J. Badeaux
Division Accounting
Port Arthur

20 YEARS

Glynn T. Beck
Electric T&D
Lake Charles
Richard A. Meyers
Electric T&D
Huntsville
Paul L. Grimes
General Services
Beaumont
David A. Martin
Electric T&D
Calvert
Gary R. Lee
Electric T&D
Baton Rouge
Clovis J. Dumesnil Jr.
Electric T&D
Beaumont

10 YEARS

Paul L. Bienvenu
Engineering Services
Beaumont



Russell R. Gautreaux
Electric T&D
Baton Rouge
Frank S. Swinny
Electric T&D
New Caney
Debra B. Boling
Materials Mgt.
Beaumont
Ronald E. Martin
Plant Production
Sabine Station

MAILBOX



Scott Harper



Henderson

Hit records

"I just wanted to take this opportunity to let you know how much I appreciate **Karlene Henderson** taking time out of her busy schedule to come and speak to my records class," writes **Cindy Barnes, Ph.D.**, associate professor, Lamar University, Beaumont, to **Bert Rogers**, director-administrative support services, Beaumont.

"For the past two years, Karlene has been gracious enough to speak and has really impressed the students with her knowledge of records management ... I certainly consider her to be an excellent resource person ... I keep asking her to do this every year because the students tell me how much they enjoy hearing what she has to say. You certainly have a competent, hard-working employee in Karlene and she represents GSU extremely well."

Henderson is supervisor-records management in Beaumont.

Hardin County friend

Dr. Linn Draper, chairman and CEO, Beaumont, received this letter from **Milton R. McKinney**, county judge, Hardin County, Kountze:

"The business community, the Commissioner's Court and the Hardin County Economic Development Commission joins with me in expressing our thanks to you and your company for the consideration you gave us in the preparation of Hardin County's proposal to the State Department of Corrections to locate a prison in said county. You will be remembered for your cooperation in our attempt to bring jobs to our citizens.

"... Special thanks go to **John Tarver** and **Robert Sheffield** who spent hours on the proposal and their efforts and professionalism are reflected in the finished product ... thank you for being a friend to Hardin County."

Tarver is an economic development agent in Beaumont and Sheffield is superintendent-Northern District.

Donations appreciated

Susan Begnaud, community relations representative, United Blood Services, Lafayette, sent this appreciation letter to **Helen Kennedy**, secretary, Lafayette:

"Our most sincere congratulations to you for hosting another successful blood drive. Your support is truly appreciated by United Blood Services ... Your continued participation in the community blood program will positively affect the welfare of patients in area hospitals ... We appreciate the cooperation and support our staff has received from Gulf States and look forward to a continuing partnership."

Skeptics persuaded

"This letter is to convey our appreciation and thanks for a job well done during this freeze. Not one time did we suffer a loss of power during these difficult days," writes Dayton customers **John and Gayle Pfardresher**.

"We first moved to this area in October 1983, and during that first December freeze we were without power for days. The remembrance of that time did make us skeptical of your abilities. Thanks for proving us wrong and congratulations on a job well done.

"Too many times we as customers are prone to complain and not give thanks when it is due. We appreciate the work of your staff and wish all a good year."

Uninterrupted supply

Robert H. Buchanan, Conroe customer, writes to say, "The uninterrupted supply of power to my home during the recent record cold wave prevented a great deal of damage. My thanks and appreciation to the management and employees of Gulf States.

Kilowatts kept coming

Orange customer **Wynne Hunt** writes to thank everyone involved in maintaining electric supply during the December freeze.

"As a retired boiler house operator I know just how much work it must have taken for your people to keep them boilers and generators running during this last freeze spell. Please make sure that all of those folks that had to work during this past Friday and Saturday be thanked for all of us. We are also all electric at our house and it would have been a terrible Christmas ... had not some of your folks kept them kilowatts coming. This is one customer who will never complain about my monthly GSU bill."

Cable subscribes to safety

"On behalf of Lafayette Cable and our employees, I would like to thank you and **Gene Sarver** for taking time away from your regular duties to have a safety presentation for us," writes **Larry Duhon**, general manager, Lafayette Cable TV, to **Terry Huval**, district engineer, Lafayette.

"It was an excellent presentation ... Thanks again for your efforts and for Gulf State's dedication to safety."

Sarver is a senior engineering assistant in Lafayette.

Continued service

In a letter sent to the Conroe office, **Bonnie and Mary Lou Dressel**, Conroe customers, write: "Just a note to say thanks for the continued service during the recent hard freeze in which other utility companies had so many problems. Keep up the good work."

Gulf States proud

"In October, **Les Jones** presented a program at the Trinity Baptist Church, in Vidor, to our Step-n-Stones (senior citizens) club," writes J.D. Wilson, Step-n-Stones program chairman.

"The program was presented in a very professional way, in layman's terms, and generated a number of questions from our members. It was a great personal pleasure for me to introduce Mr. Jones, being retired from GSU ... I'm proud to be a Gulf Stater."

Jones is a customer information coordinator in Beaumont.

Avoiding disaster

The Woodlands customer Liberty B. Sheward sent this thank you letter to The Woodlands office:

"Thank you for continued power. I am a senior and had a bad case of the flu during the hard freeze. It could have been disastrous — even worse than paying this big bill. Thank you GSU and community leaders for Project CARE."

A good example

"We enjoyed your speech today and want to thank you for being so kind in showing your knowledge of office procedures," writes Ronnie Perkins, Brazos Business College, to **Barbara Welch**, section head-accounting, Conroe.

"You were a good example for my students because of your attitude toward your company and your demeanor toward them as students."

Enjoyable and informative

Connie Calfee, Conroe customer information coordinator, received thanks from Earline Sari for a presentation she made to the River Plantation Garden Club.

"... I want to thank you for your most enjoyable and informative program you presented to us at our meeting ... You are so gifted and a definite asset to Gulf States Utilities. We will consider having you again in the future."

Kind assistance

Leon Edwards, district serviceman-1st class, Zachary, received this thank you letter from James S. Williams, facility maintenance-director 2, Department of Health and Human Resources, Office of Mental Health, Jackson, La.:

"I want to thank you for your kind assistance during our power outage yesterday afternoon at approximately 4:30 p.m. Without your help we would not have been able to restore power to our Patient Area as well as the residences on the hospital grounds so soon."

Fine, kind and loyal

Gene Koci, superintendent, Woodville, received this letter from Woodville customers Max and Bobbie Greiner:

"I want to thank you and **Jamie Pike** for the excellent service you have given us in Woodville. He has always come out when we needed him on holidays and weekends to help us. He is a fine, kind man that has given many loyal years to Gulf States."

"... We really appreciate the good service Jamie and Gulf States has always given us."

Pike is a serviceman-1st class in Woodville.

No problems

The Conroe office received this note from customer E.I. Stephan:

"Thanks for the good service during the freeze. We had no problems whatsoever."

Doing the best

"Thank you very much for calling me each month to read the meter," writes Port Arthur customer Linda Guillory to **E.J. Badeaux**, supervisor-meter readers, Port Arthur.

"I appreciate your time, effort and concern to help me. I feel certain you do your best to help all your customers."



Duhon

Job well done

Beaumont customers Bill and Evelyn Newnum write **Arden Loughmiller**, division vice president-Beaumont, to thank him for GSU's efficiency in installing a new utility pole:

"We think **Ronnie Steptoe** and his crew of linemen should be commended for the good job they did installing the new utility pole."

"**Jerry Irvine**, did an excellent job supervising the actual work. They installed the new pole, changed the lines, and we were only without electricity a total of 55 minutes. Thanks to GSU for a job well done."

Steptoe is a line supervisor and Irvine is a lineman-1st class, both in Beaumont.

A big hit

Alice H. Lancon, home economist, Louisiana Cooperative Extension Service, Abbeville, La., writes **Joel Jeffcote**, Lafayette general superintendent, to thank GSU for presenting Christmas programs to the consumers of Vermilion Parish:

"This type of program makes a big hit at the onset of the busy Christmas season. It's an excellent way to teach energy conservation, nutrition education and time management."

"**Liz Duhon** did an excellent job in her presentation here in Abbeville. We sincerely appreciate any educational program you can make available to the people of Vermilion Parish."

Duhon is a customer information coordinator in Lafayette.

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Scott Harper



CBS News recently did a two-part story on nuclear waste storage. Included in their report were comments from Dr. Linn Draper, GSU chairman and CEO. In January, New York correspondent Bob Faw interviewed Draper in Beaumont for about an hour on nuclear waste issues from a nuclear industry viewpoint. Above, Draper, Faw (center) and Kim McMurray, manager-public affairs, Beaumont (leaning), discuss the interview as CBS photographer Patrick Odell, Dallas, prepares the camera.